

Teledermatology Workflow

Example of how to incorporate teledermatology into your office workflow

Front office staff is critical to the success of your practice workflow. They will be responsible for scheduling patients, initiating the virtual appointments at the appropriate times and keeping the general flow of the practice going each day.

Technology Set Up:



1.

Using iPads, create a generic iCloud account (Ex: Office Name, Tablet #)

This allows you to call a patient directly to initiate an appointment. The patient will see the generic account name, and not a personal device number.

Other Important Considerations:



2.

Alternating between virtual and in-person visits will allow your office to better accommodate social distancing.

- Ensure billing staff is trained on the proper telehealth codes for CMS and private payers.
- For urgent cases, have a workflow in place to triage/screen the patient in advance and schedule appropriate care.
- Check with your malpractice provider to ensure the telehealth services that you plan to provide, will be covered.
- The time allotment for a virtual visit should be similar to the same type of in-person visit. (Follow Up, new patient visit, etc.)

Appointment Set Up:



3.

Phone Greeting:

- Patient calls office for a patient appointment.
- Phone auto greeting alerts patients that the practice is now offering telehealth visits for patients.
- Make sure to clarify who qualifies for this option within your practice (i.e. new patients, follow up appointments, etc)
- Update your greeting to also include instructions for urgent patients. Who qualifies as urgent and what steps they need to take for an appointment, if different.

Scheduling:

- Scheduling staff confirms patient can conduct a telehealth visit and notes which platform they will be using, if your practice offers multiple options.
- Staff directs patients to an online telemedicine consent form available to download.
- Patients are encouraged to scan and email, fax, or take a picture of the signed form and send back to the office prior to their visit.
- **Please note, this is not enforced at this time, but strongly encouraged.**
- Once consent form has been received, staff documents that consent was given and specifies the platform to be used during the appointment.
- Scheduling staff confirms insurance.
- Appointment is scheduled.

Appointment Check In:



4.

Scheduling platform alerts front office staff of upcoming appointment.

- They place a chart out, just as if the patient was there in the waiting room.
- At time of appointment, the nurse or MA initiates the call to the patient on the platform specified in advance.

Appointment:



5.

Nurse/MA takes the tablet into an exam room to take the patient history, reason for visit, and general intake information.

- Once completed, the MA or nurse gets the physician. The physician enters the room and starts the appointment, just as if the patient was there in-person.
- Physician charts their portion of the visit, prescriptions and plan.
- At the conclusion of the visit, MA or nurse comes back in for pharmacy details, treatment plans and recaps the visit with the patient.
- The MA or nurse then walks the tablet out to the check out counter.
- Check out staff, then collects credit card and payment, and provides the patient with a confirmation number. A follow up appointment is scheduled if needed, and staff disconnects the virtual visit.

For more information, contact the Academy's Practice Management Center: aad.org/practicecenter